

Systems Development & Maintenance Has New Director

The Systems Development & Maintenance Department will be starting out the new school year under the leadership of a new director. Dr. Michael Burns has accepted the position of Director of Systems Development & Maintenance and comes to us with great credentials and a wealth of experience.

Mike was one of five candidates interviewed for the position. A nationwide search was conducted to replace Andy Runyan, who has taken the position of Vice President for Academic and Student Affairs at Clark State Community College. The search committee, chaired by Anna Mays, began meeting in mid-June and continued to review resumes and interview candidates through the month of July. The committee hosted numerous meetings with the employees in the Facilities & Technology Services Division and the Systems Development & Maintenance Department. The committee also hosted two open forums and invited all Sinclair employees to attend.

Comment forms were collected from each of the open forums as well as the meetings with the employees from the Facilities & Technology Services Division. After reviewing this information and checking references, the committee submitted Mike's name to Ken Moore as their recommendation. Ken Moore met with Mike in August and saw the same qualities as the search committee, and offered him the position.

Mike will begin his new position at Sinclair on Monday, September 20, 2004. If you have the time, drop by Systems Development & Maintenance in Building 13 to welcome him to Sinclair.

Ken Moore

Web Systems Projects Win Awards for Sinclair

Sinclair Community College was recently honored for two high-profile Web applications developed by the Web Systems department. Both the Web Content Management System and the Student Success Plan were chosen for awards that recognize the vision, value and excellence both projects bring to Sinclair in particular and higher education in general.

Sinclair's Web Content Management System was recognized by The Association for Communications Technology Professionals in Higher Education (ACUTA) as a project that *"recognizes vision and technological leadership in the creative use of communications technology to support teaching, research, decision making, and the delivery of services."* The award was presented on August 3rd at ACUTA's 33rd Annual Conference in Chicago.

The Content Management System is a web-based system that allows users of all skill levels to create and maintain web-based content for a dynamic web site (<http://www.sinclair.edu>). This easy-to-use system includes maintenance tools that can be accessed through a web browser and requires minimal training (one-hour introductory training session), for users since HTML and web development skills are not necessary. In addition, content is more accurate and up-to-date using the new concept. Instead of web page content existing within the code of each page, it is stored in a database that is accessed when a web visitor views the site.

In addition, Sinclair Community College received the Excellence in Information Technology Solutions award from Educause for the Student Success Plan. The Educause award, *"...honors original and creative campus projects that apply emerging technologies to improve the scholarship, service, or management practices and policies of the institution or that have the potential for changing the technology infrastructure so that new technology solutions become possible"...* Sinclair was one of two recipients to receive this honor

along with The United States Army.

Created in partnership with Student Services, the Student Success Plan is a tool that lends support with student success and retention issues. Using a ColdFusion and SQL server-based customer relationship management (CRM) system, the Student Success Plan provides a comprehensive web-based solution to manage student services. Developed to foster student persistence and improved graduation rates, the Student Success Plan uses best practices in advising and goal tracking. In addition, the system supports an early-alert intervention model that promotes student progress.

In naming Sinclair and the Army as award winners, the Educause award selection committee said, *"Both of these programs reflect exemplary alignment of information technology projects with the overall objectives of the organization. They are proactive, intelligent, comprehensive approaches to the crucial challenge of student retention."* The Educause award will be presented to Sinclair in October, during the Educause National Conference held in Denver, Colorado.

Thanks and congratulations go to everyone that made these awards possible, particularly the superb team in Web Systems.

For more information Contact Russ Little, Manager of Web Systems



Russ Little

our.Sinclair: Sinclair's new and improved intranet

Welcome to our.Sinclair! Not simply a new look to the "old" intranet, our.Sinclair is a new way to communicate and work at Sinclair. Using an interactive and integrated approach, our.Sinclair is an easy-to-access blend of the President's Bulletin, Intranet Headlines, most information found on the old intranet page, and many of the new electronic tools now available across campus.

For instance, our.Sinclair now includes a new communication feature called "A word from the President". In addition, categorized news items that provide organization and accessibility to the announcements previously found in the President's Bulletin and Intranet Headlines are also included. The phone directory, manuals, department links, forms, and other well-accessed intranet links are also here, however they too are organized more effectively.

Some of the new features at our.Sinclair include:

- Electronic submission of College News items, forms, and links
- Interactive tools such as an electronic method to request a program copy to Colleague, calculate average class size by term, department or budget numbers, among others.
- On-line help about the new site

Take a closer look at a few new features:

SUBMIT COLLEGE NEWS FOR REVIEW (Formerly called President Bulletin and Intranet Headlines)

College News items must now be submitted through the publication process at our.Sinclair. College News Items will no longer be accepted via email.

The submit News for review button allows users to electronically format and send a news item for review and publication on the our.Sinclair site. For detailed information and instructions on how to use this feature, go to

<http://our.sinclair.edu/help/index.cfm>

CATEGORIZED COLLEGE NEWS ITEMS

President Bulletin flyers and announcements and Intranet Headlines, now called College News, are listed by date within categories such as announcements, athletics, awards, etc. that can be found along the bottom of our.Sinclair.

Categorizing these items makes it easier for everyone to find the information they want, while bypassing those items that may not be of interest. In addition, College News items are now in plain text, not PDF format, therefore they load much faster.

The screenshot shows the our.Sinclair intranet homepage. At the top, there is a search bar and navigation links. The main content area includes a 'A Word from the President' section with a welcome message from Steven Lee Johnson, Ph.D., and a 'Know Your Facts' section with a bar chart showing student satisfaction percentages: 87.3%, 91.5%, and 77.2%. Below this is a 'College News' section with various news items categorized by department, such as 'Announcements', 'Human Resources', 'Professional Development', and 'Technology'. A 'Submit College News' button is visible in the top right corner of the main content area.

Web Systems

Scammers are ‘Phishing’ for Your Money-Don’t Take Their Bait!

Phishing is a high-tech scam that uses spam to deceive people into disclosing their credit card numbers, bank account information, Social Security numbers, passwords, and other sensitive personal information.

Email and Internet users are reporting a significant escalation in the number and sophistication of these scams.

These deceptive messages, most often sent via email (but also via instant messenger, and cell phones), fake (spoon) the appearance of popular auction, financial, merchant, and other company Web sites in an attempt to commit identity theft.

These spoofed messages/sites are very convincing and often look exactly like the legitimate sites.

Currently, the most prolific appear to be sent from companies such as **US Bank, eBay, Citi, Amazon,** and **PayPal**. There are many other accounts/companies targeted as well.

If you receive an email message requesting you verify personal, financial, password, or other information, **DO NOT** reply, **DO NOT** click on a link, and **DO NOT** follow the instructions in the message, regardless of how authentic the message appears.

What you *should* do is forward the message to the Federal Trade Commission (spam@uce.gov), and to the targeted company's fraud unit (see below), then delete the message.

Email is NOT a secure protocol, so you should **NEVER** send private or sensitive information using email. You should also NOT respond to any request for personal or sensitive information (reputable companies will not even ask.) If you are in doubt as to the legitimacy of a message, **never click on an email link**; instead, go directly to the home page of the company supposedly requesting the information and validate the request.

For example, if you have an account with eBay and receive a message instructing you to update your account information via a web link or email form,

it is a scam. If eBay really needed you to update your information, they would send you a message instructing you to go directly to the legitimate home page by typing www.ebay.com in the address bar of your browser, and then login to your account from the home page. They would **NOT** include a link or form in the message itself.

Addresses to report fraud targeting some of the major companies are:

eBay: spoofof@ebay.com

US Bank: fraud_help@usbank.com

Citi: emailspoofof@citigroup.com

PayPal: spoofof@paypal.com

Amazon: stop-spoofing@amazon.com

This is currently one of the fastest growing Internet threats, and there is little that can be done *technically* to prevent this. On the Sinclair Campus, setting up SpamAssassin to filter your Outlook mail messages can help you identify these spoofed messages...if SpamAssassin identifies the message as spam, it is likely not legitimate.

Instructions are here:

http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/otlk/spam_assassin/spamassassininstructions.htm

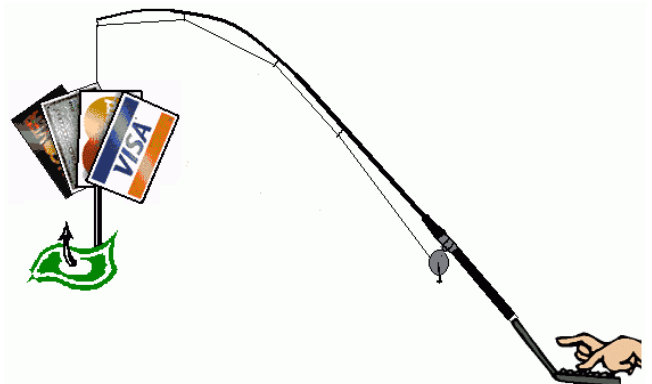
Want to learn more? Here are some excellent resources on spoofing and phishing:

<http://pages.ebay.com/education/spooftutorial/>

<http://www.citi.com/domain/spoofof/learn.htm>

http://www.usbank.com/cgi_w/cfm/promo/personal/fraud_email_info_and_help.cfm

Dan O'Callaghan



Facilities Management Department Makes Many Changes

This summer was again a very busy time for the Facilities Management Department. The large tiered lecture hall, 2022, was converted to a biology lab, a general classroom, and a storage area for theater. A new look was given to Registration with a more efficient space arrangement, new furniture and carpet, and a new counter. The mailroom also received a facelift while increasing the number of mailboxes. Assessment Intake on the fourth floor of Building 10 was moved from the lobby into an adjacent room. The ambulance simulator was installed in Building 19.

Several departments were relocated. The Vice President of Instruction’s office went from Building 6 to the third floor of Building 7. Strategic Project Management transferred to the east side of the Alumni Room in Building 7. Systems Development moved from Building 14 to the basement of Building 13. Distance Learning moved to the basement of Building 14. The Clarion moved from Building 7 to the Basement of Building 8.

Some new things may catch your notice as you travel around the campus such as the murals on the walls of the weight room in Building 8 or the new

signature waste containers that are in some of the atriums and lobbies. Located at the end of the bridges from the parking garage, there are new logo newspaper racks for the Clarion.

Outside, the work on Building 12 west plaza that started in May to replace the waterproofing over the underground garage, continues. Completion is anticipated by mid-fall. Next spring, the plaza on the east side of Building 12 will begin repairs.

On the north side of Fourth Street, the sidewalks were replaced. The ramp to the basement of Building 10 was removed, re-graded, and installed. All the sprinkler lines in the underground garage were replaced. Parking lot “I” at Building 19 was removed of all barriers, leveled, and paved. Lot “K” behind Building 13 has a new retaining wall and landscaping on the west side and grading and paving on the southeast corner.

As the fall term begins, hopefully one or more of these projects will impact you or our students in a positive way. As for Facilities Management, fall is a very busy time.

Tom Messinger



LRC Renovation Project Progress

The LRC Design Review Committee reached a milestone in the LRC Renovation Project, with general agreement on a new floor plan design that achieves many of the project objectives.

The new LRC design creates a technology-enhanced learning center that incorporates the latest electronic and network resources while also retaining traditional library services and materials. It reassigns space that was underutilized in the past to new tenants that benefit from the close proximity to library and information resources. New tenants in the LRC will include the Teleport

from Building 11, Developmental Learning, Writing Center, and Archives. In addition, new art gallery space has been included on the loge level.

Students, faculty, and visitors will find a single service point for convenience, and the new space offers a variety of seating options, including lounge seating, individual study spaces, and group study rooms. For the comfort and convenience of students, faculty and staff, a café is planned for the garden.

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To share this plan with the campus community and invite comments, the LRC Director will hold four open forums and meet with several campus groups:

Open Forum	Sept. 14	10:00 AM - 12:00 PM	Room 7006B Tartan Market Place
Open Forum	Sept. 15	2:00 PM - 4:00 PM	Room 7006B Tartan Market Place
Open Forum	Sept. 15	4:30 PM - 6:45PM	Bldg. 16
Open Forum	Sept. 16	1:00 PM - 3:00 PM	Room 7006B Tartan Market Place
Student Government	Sept. 14	3:00 PM - 4:15 PM	Bldg. 8 Student Activities
Staff Senate	Sept. 22	2:00 PM	Room (2334) Green Room
Faculty Senate	Sept. 22	3:00 PM	6142

Doug Kaylor



Information Technology Services Implements New Shared Drive Size Quotas

Information Technology Services has implemented a new size limit for all shared network drives. **The new limit is 500 MB.**

This process is being implemented so that network storage space can be managed more effectively and efficiently. Drive storage limits are needed to help ensure that there will be storage space available for all Sinclair users.

Information Technology Services monitors the use of all network storage resources through the use of disk quota software.

You can verify the current allocation of your shared directory by installing and using a Shared Drive Quota tool. Instructions on installing and using this application are located at http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/shquota/shquota.htm

All users who have access to the shared drive including the owner will no longer be able to save data to the shared drive if it is still above the 500 MB limit.

You can move files to your local PC or other media such as zip drives or CDs immediately to get below the 500 MB limit.

Exceptions to this quota may be given based on departmental need. Please contact the IT Help Desk at 512-HELP (4357) or at helpdesk@sinclair.edu to request additional storage space. The requestor will then be contacted by ITS to discuss storage options and/or a revised storage limit.

For additional information on Information Technology Network Storage Procedures visit the following link: http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/disk_storage_proc.htm

If you have questions about this process or need assistance with copying data to other media, please contact the **IT Help Desk at 512-HELP (4357) or helpdesk@sinclair.edu.**

Cheryl Stewart

Storage Area Network (SAN) Increased to 8 Terabytes

Many of you were probably wondering what all of the emails regarding servers being down in the middle of the night were all about during the month of August. This was the culmination of several projects that have been in the planning stage for well over a year. Since the results of this project are fairly invisible to most of you, but extremely important in our ability to provide services that are experienced in many different ways, we'd like to share some information about these changes.

ITS administers over 90 Windows and Unix servers that provide the processing power for systems like Colleague, Microsoft Exchange, the Magic Help Desk system, Resource25, and many more. About 30 of these servers are connected to a specialized network called a Storage Area Network (SAN) which attaches the servers to centralized disk storage. In total the SAN attached servers have access to about 4 terabytes of disk space.

Approximately one year ago ITS began planning for the replacement of our 2 disk arrays that would reach the end of their planned useful life during the next year. To provide funding for this project we built up a reserve of \$500,000 to purchase the necessary replacement hardware and software. Over the course of the year, in researching alternatives, we determined that by combining additional SAN upgrade projects that would need to be done in the next fiscal year with the disk array upgrade, we could do all of the upgrades within the \$500,000 that was already available.

Due to the combining of projects to make it more attractive for a single vendor to bid on the entire project and by releasing a Request For Proposal (RFP) to multiple vendors to increase the competitiveness of their bids, this project resulted in a savings of \$500,000, which was to be requested in the FY 2004-05 budget.

The resulting system includes:

- A disk array that increases our total disk space to 8 terabytes.
- New tape backup software for use on all servers including specialized software for backing up databases and mail servers.
- 2 new tape libraries which hold a total of 90 tapes and include 6 tape drives that are fed via robotics.
- All new SAN switches to provide connectivity between the servers, tape libraries, and disk array.

Scott McCollum



**EVA 5000
Disk Array**



**Fiber Channel
SAN Switch**



**Tape
Library**



Food For Thought.....

The moment you stop learning, you stop leading.

~Rick Warren~



Media Services Shifts Efforts in Providing Media Equipment – Make Sure Your Classroom Multimedia Needs Are Met

Beginning Fall Quarter 2004, Media Services will be shifting its equipment support efforts from equipment delivery to focus on supporting the multimedia (podium) classrooms.

The 18 podium rooms that were installed this summer bring the total number of podium rooms to 119. As a result of the large number of podium rooms, Media Services has been able to decrease the inventory of multimedia equipment that can be delivered to classrooms by 50%.

The podium rooms provide a superior facility for faculty who use multimedia in their classrooms. The multimedia podiums include: a computer with DVD and CD capabilities; a VCR; a document camera to display hard copy or three-dimensional objects; and cable TV access. All of these features are accessed and controlled conveniently through a central control panel.

Podium training is available by contacting Instructional Development Support Department at 512-4526. A podium manual and other support information can be found on the Intranet at http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/Multimedia_Room/podium.htm.

Media Services wants to be sure that all faculty members who require multimedia equipment for their classes are scheduled into a podium room to make sure that their needs are met.

If you require multimedia equipment for your class, make sure that your Chair has scheduled your class in a podium room.

For additional information or questions, contact John Meister, Manager, Media Services, at 512-3009 or at john.meister@sinclair.edu.

John Meister

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Information Technology Services Implements New Application for Generating File Information Report

Information Technology Services has implemented a new application that will allow users to generate reports detailing information about files located in user drives or folders found on their PCs, H: drives, shared drives, or zip disks and CDs. The report can also be used to assist users in maintaining the size quotas on their H: drives or shared drives.

A user can use these reports to locate files in the given drive or folder. An Excel spreadsheet is created and the user can utilize the sorting and filtering features to work with the file information data. Information about each file contained in the spreadsheet report include: Size, File Extension, File Type, Date Created, Date Last Accessed, Date

Last Modified, and the Parent Folder name.

The Excel spreadsheet report can also be saved to the user's PC, network drives, or zip disks and CDs.

Instructions on using the Generating File Information Reports applications can be found at:
http://our.sinclair.edu/sites/its/itswebsite/it_policies/procedures/its/genflrpt/genflrpt.htm.

For additional information or questions, contact the **IT Help Desk at 512-HELP (4357) or at helpdesk@sinclair.edu**.

Cheryl Stewart



Ken Moore & Russ Little Accept Award From ACUTA



The Association for Communications Technology Professionals in Higher Education (ACUTA) has awarded Sinclair Community College's web content management system its 2004 ACUTA Award for Institutional Excellence in Communications Technology. The award was presented to Ken Moore and Russ Little in August at ACUTA's 33rd annual conference in Chicago.

ACUTA presents its awards for excellence to "recognize vision and technological leadership in the creative use of communications technology to support teaching, research, decision-making, and the delivery of services." Sinclair received the award in the large size institution category.

Congratulations to Ken Moore and the Web Systems group.